

The KHRIS Connection

Linking Our Employees to the Future!

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From the Desk of

**Carla Hawkins, Commissioner
Department of Personnel Administration**



We are in the midst of a very busy and exciting time on the KHRIS project. The project team is working hard to transform our vision into a reality. As we celebrate the progress we have made on the project it is also time to celebrate and reflect on how things have changed since 1982 when the project team for the Uniform Personnel and Payroll System (UPPS) worked hard to implement their "system for the future". The 1982 UPPS team believed in the improvements their system would make for Commonwealth human resource

professionals. And what a change it did make. UPPS eliminated paper processes and allowed us to quickly access information in one system. It took the administration of personnel and payroll into the 21st century and utilized technology where possible and practical. It provided the ability to automate functions that were repetitive which provided time for staff to perform the very important core mission of our work...Services to Our People. This vision continues to resonate today within the Commonwealth as we prepare for the implementation of our system...KHRIS.

The world has changed in the last twenty six (26) years. In 1982, Ronald Reagan was President; the United States and the Soviet Union were still in the period of the Cold War; Diet Coke was introduced; the first permanent artificial heart was implanted in a human; the space shuttle *Columbia* made its first voyage into space; MRI medical diagnostic machines were introduced in England; the cost of a U. S. stamp was 20 cents, Michael Jackson released his album *Thriller*; the Weather Channel aired on cable for the first time; England's Prince William was born; the first Double Stuff Oreo was sold; the car brand Toyota Camry was introduced; and the average cost of a gallon of gas was (ouch!) \$1.30. Looking back on where we were 26 years ago puts in perspective how innovative UPPS was for its time. KHRIS puts that innovation into warp speed for 2008. Not only are we going to expand and improve services to our human resource professionals, we are delivering services directly to our customers....the employees and benefits participants of the Commonwealth. 2008 is the age of the Internet, Google and Yahoo. We want information immediately and we want to know "How can I find it myself?". KHRIS will deliver a personal experience to human resource services that employees have not experienced before. Employees will be able to update their address and emergency contacts on-line via Employee Self Service. They will be able to securely update KHRIS with bank account information so they can deposit their paycheck into multiple accounts for personal finance management. They will be able to submit leave requests to their manager and have this update their timesheet. What a change for us!!! I absolutely can't wait!!!!

Maintaining a Positive Attitude in a Changing Environment

**Wes Swarner, Performance Consultant
Governmental Services Center**

"It's not the changes that do you in, it's the transitions. Change is situational - the new site, the new boss, the new role. Transition is the psychological process people go through to come to terms with the new situation. Change is external, transition is internal."

(William Bridges)

People react to change. They rarely ignore it and most often they resist. When people see change being imposed upon them, suspicion and anxiety are common even when the changes are beneficial, logical, or inevitable. Most will not change something important until circumstances force them to make that change. Resistance is a healthy, useful function of living organizations, not just something to overcome.

It is important to understand that most people will transition through five predictable stages:

1. Shock (or Denial)
2. Flood of Emotion (usually anger)
3. Bargaining
4. Depression (grief)
5. Acceptance (intellectual/emotional)

To assist employees through the stages more smoothly, it can be helpful to publicly acknowledge the legitimacy of these feelings or actions. Whatever people feel is being taken away, in reality or perception, should be dealt with as if it were important. Making the feelings legitimate is important so they may deal with the emotional level of resistance which is lurking beneath the rational explanations.

According to Robert J. Lee, there are specific actions and responses that managers can select to maintain control and maximize positive outcomes:

1. Accept that people are the core part of almost every change process, not obstacles. Let them know you care. Listen to them. Include them.
2. Pay attention to resistances. When you sense it, get it out on the table. Treat it with respect.
3. Be flexible. You may decide that part of the change is an error or not necessary at this time. Adapt accordingly.
4. Understand organizational strengths. This is the apple cart problem: how to change some things without spoiling a lot of other things.
5. Over communicate. Set up better and new ways to communicate. Find people to talk to. Spell out the details. Be honest and quick in sharing what you know, acknowledging that there are some things you don't yet know.
6. Develop a clear vision of what will be. Translate the vision into action with implementation plans and timetables. Know where you fit in and let people know where they fit in.
7. Answer personal needs. Who's my boss? Who works for or with me? Where do I work? What's changing? Each person will want answers on a very personal level.
8. Create a method for mourning to the extent that there is real loss, so that it can be made part of an honored history. Let the transition stage of grief take its course so that acceptance is achieved.

For specific information regarding the KHRIS Project, please contact your Agency Implementation Lead (AIL).

KHRIS Adapts Best Practices

As the largest enterprise-wide technology transformation in the history of Kentucky state government, KHRIS is replacing and consolidating a number of HR systems throughout state government, including: Uniform Personnel and Payroll System (UPPS), Group Health Insurance (GHI), Group Life Insurance (GLI), Click HR, Premium Billing and Reconciliation (PB&R), Employee Suggestion System (ESS), Workers' Compensation (both Personnel and Transportation), State Active Duty – Military Affairs (SAD), and KRONOS (a time-keeping system used by some cabinets). This new web-based system features real-time update and retrieval while eliminating duplicate data entry, storage, and processing. In addition, data entry errors and associated reconciling tasks will be reduced. The overall goal is to produce a Commonwealth-wide system which adapts best practice processes to fit the unique requirements of state agencies.

KHRIS Preview Quiz ... Terminology referred to in the Preview Sessions

1. **What is a Portal?**
 - A. A small window in a ship
 - B. The Internet based portion of KHRIS
 - C. The person who carries in baggage at a hotel
2. **What does ESS/MSS stand for?**
 - A. Established Synchronized System / Managed Synchronized System
 - B. Estimated Sugar Substance / Measured Sugar Substance
 - C. Employee Self-Service / Manager Self Service
3. **What is an Infotype?**
 - A. A set of data used in KHRIS that is grouped together according to subject matter
 - B. A new part of the internet discovered by KHRIS
 - C. Personality Types of all employees

Answers: 1. B 2. C 3. A

Welcome New Team Members



Alaina Myers
(KY)
Training Team



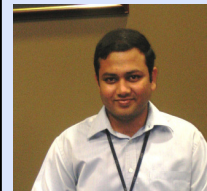
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Agency Implementation Leads (AILs)



Alisa Edwards
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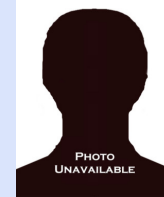
Tina Keene
Agriculture



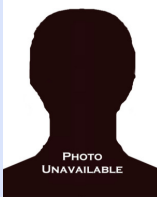
Rebecca Bowman
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Sandra Daniels
Attorney General



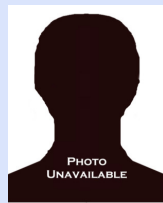
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Jill Hunter
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Education &
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Troy Robinson
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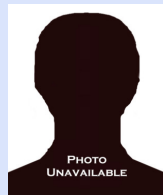
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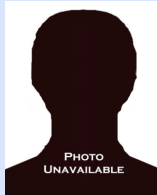
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LRC



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State



Randy Donahue
Transportation



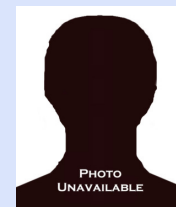
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Comley
Treasurer



Debbie
Sutherland
Unified
Prosecutorial
System



Honor Barker
Veterans Affairs



Beth Roark
Veterans Affairs



Michele Kays
KHRIS AIL

For More Information

To learn more about KHRIS and its implementation, please visit the KHRIS link on the Personnel Cabinet website at <http://personnel.ky.gov/programs/khris>.

How to Contact Us

If you have any comments or suggestions regarding the *KHRIS Connection*, please contact the KHRIS Communications Team at Personnel.KHRISproject@ky.gov.

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